# User Manual

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# Getting Started

Computer use is free to all members of the public. However, all users must agree to abide by the Acceptable Use Policy. The Acceptable Use Policy is an agreement of how you should behave when using our services. A copy can be found in this folder.

You should be aware of the following:

Registration Procedure
Before using the computers you are required to register. There are different types of registration depending on whether you are a member of the library and whether you are an adult or a child.

*If you are not a member of the library you need to bring along proof of identity and you will have to sign the Acceptable Use Policy each time you access the services.*

*Include details of what is accepted as proof of identity*

Conditions of Use
Acceptable Use Policy - *include a copy in this section*

The library is a public space and we seek to provide an atmosphere where all members of the community can make use of the Internet in a safe environment. Some material found on the Internet may cause offence and could breach United Kingdom law.

The Acceptable Use Policy provides detail of the types of material which should not be accessed. We reserve the right to withdraw access to services if you fail to abide by these conditions.
*Include details of the Council's policy for dealing with 'offenders'.*

*The library monitors Internet access by using computer software that records which sites have been accessed. Staff also monitor computer use.*

*Filtering software is used to block access to offensive or illegal material.*
These programmes are not perfect and can block legitimate sites. Should you require access to a site, which is blocked by our filtering software please contact a member of staff.

Booking

A booking system is in operation, which allows you to pre-book your Internet or PC session. The length of session is *30 minutes* but may be extended if no one is waiting to use the PC.

## Logging On & Off

A member of staff must log you on to a machine to start up your session. When you are finished using the computer please inform a member of staff who will log off your session.

# Equipment available in libraries

## Resources

Every library in *Northshire* has computers available for you to use. All computers have *17inch* monitors, headphones and high backed adjustable computer chairs. You can book a time slot by contacting your local library.

Printing and scanning equipment is also available at every library. Printing costs *20p per A4 sheet*.

Each computer has a range of Office software including Word, Excel, Powerpoint and Access. Internet access and email is available from any computer.

Special software to magnify the size of text is available at some locations. Large keyboards and special computer mice are also available. Please ask a member of staff for details.

# Resources for disabled people

Most websites can be made more accessible by adjusting the size of the font. This can be done simply by selecting ‘View’ then ‘Fonts’ and then selecting ‘Largest’.

## Equipment Available

*List of what is available & where*

## Software

*List of what is available & where*

## Staff Contact

*Name and contact details*

# What can computers do for you?

Computers can be used for a variety of things and a few examples are given below.

- Write a letter and use the word processing package – remember it is cheaper and quicker to send a letter abroad by email than by post.

- Scan photographs which can be sent either in a letter or attached to an email

- Create your CV - use the word processing package to type it up. If you save it to disk you can make changes as and when you need to.

- Plan your holiday - use the Internet to search for flights, accommodation or up-to-date information about your destination.

- Do accounts - using a spreadsheet (MS Excel) can help you do calculations and keep up-to date accounts.

- Go shopping - the Internet offers you lots of chances to plan your purchases of everything from books to weddings! Please be careful when revealing your credit card details. Only do so if you are certain you have a secure connection.

- Research - use Internet resources to locate information about your family tree. Keep your records with a database (MS Access) and write up your findings (MS Word).

- Learn a new skill - there are many learning opportunities available to you including workbooks, CD Roms and on-line learning.

- Visit the library - the library catalogue can be accessed from any computer connected to the Internet.

- Do your homework - you can type up your essay or report. Carry out research from the Internet or CD Roms.

# Learning Opportunities

To help you learn more about computers there are a number of learning packages available for you to use in the library. These include:

*Include details of what is available, for example ; -*

Workbooks with training disks

BBC Webwise CD

BBC Skillswise

IT for all

European Computer Driving Licence

Computers don’t bite

# Frequently Asked Questions

**Who can use the Internet?**

Anyone can use the Internet. You must sign a form agreeing to abide by the Acceptable Use Policy and if you are under 16 your parent or guardian must sign it on your behalf.

**Do I have to join the library to use the computers and the Internet?**

No, you don't have to join the library to use the PCs and the Internet. You have to sign an Acceptable Use Policy each time you want to use the facilities if you are not a member, so it will be worthwhile for you to join the library.

**How much does Internet access cost?**

Computer use and Internet access is free. The only thing you have to pay for is printing. This costs *20p for an A4 sheet.*

**Do I have to book?**

We do operate a booking system and at busy times it is best to book in advance to be sure that a PC will be available. You can book a session by phone or in person in the library. *We also have a small number of computers available for short sessions.*

**How long can I use the computers for?**

Normally a computer session lasts *30 minutes*. However if nobody else wants to access the computer you are able to stay on longer.

**Do libraries offer training in computer use?**

Library staff are trained to offer basic help and assistance. If you need more detailed instruction we have some CD Roms which you may find useful. Staff will be able to give you details of any tutor led classes.

**Can I save information?**

Yes, you can save information to a floppy disc or to a CD Rom. Discs are available for sale in the library.

**Can I scan photographs and other images?**

Yes, we have a scanner at every library. You need to ask for a computer with a scanner so that we can book you onto the appropriate computer. Details on

how to scan can be found in this User Manual. You should always abide by copyright law.

**Is email provided?**

You will be able to set up a web based email account. Details of how to set up an email account, for example Yahoo or Hotmail, are in this User Manual. If you already have a web based email account you can access it from the PC in your local library.

**Is Internet access filtered?**

*All Internet access is filtered to stop inappropriate material being accessed. If you require access to any barred site for a specific reason please contact a member of library staff. We monitor all Internet access.*

**Do you protect against viruses?**

All computers in the library are protected by anti-virus software. If you create work on library machines and take a copy in a floppy disc away with you, we advise you to check that you are not introducing a virus to your home PC.

# Saving

You can save your work in various ways either on to *floppy discs, CD Roms, the 'C' drive of the PC you are using or onto space on our network.*

Saving to a floppy disc

1. Insert a floppy disc into the 'A' drive.
2. Select File/Save As
3. In the box beside Save In select 31/2 Floppy(A)
4. In the box beside file name type in the name you want to give the file

Saving to CD Rom

1. Insert a CD in the 'D' drive
2. Select File/Save As
3. In the box beside Save In select 'D'
4. In the box beside file name type in the name you want to give the file

Saving to the 'C' drive

If you save documents to the 'C' drive of a computer you will only be able to access them from that particular machine. Other people will be able to see your work and your work can be deleted at any time. We would advise you that it is better to save to a floppy disc or CD Rom.

Saving to the network

You can save your work to the network, which means that you can access your documents from any computer in *Anyshire* libraries, which is connected to the network.

To do this you need to register and an individual log-in will be allocated for your use.

# Internet Use

The Internet is made up of the World Wide Web and email. The Internet can be searched by using a search engine or by using an Internet directory.

Evaluating Sites

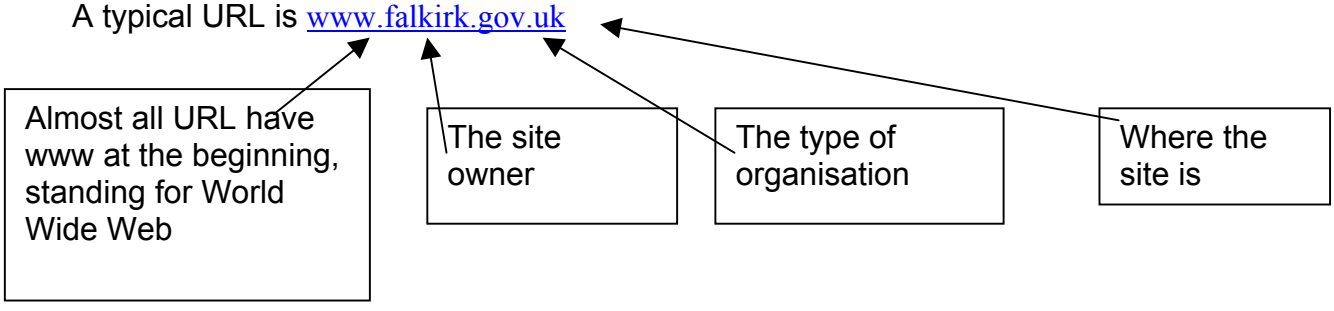
The Internet contains a wealth of interesting and valuable information but also contains information that is inaccurate, out of date, controversial and illegal. You can't always believe what you read online. You need to consider the source of the information on each website, and make a judgement about whether it can be trusted. Anyone can create a website and care should be taken when looking at information to check if it is a reliable site. Areas that should be looked at are;

- The qualifications or expertise of the author or organisation
- Currency - when the site was last updated
- Any bias or vested interest
- Copyright issues
- Decency or offensiveness of the site
- Is it an official site - who has put the information on the Internet

There is a mass of information on the Internet and little control over websites and their content.

A URL or web address is made up of four parts and these can give you some useful information about the site.

A typical URL is www.falkirk.gov.uk


Almost all URL have www at the beginning, standing for World Wide Web
The site owner
The type of organisation
Where the site is

Organisations which have web sites include: -

| | |
|---|---|
| .com | American or international commercial organisation |
| .gov | government |
| .ac | academic in the UK |
| .edu | education |
| .co | company |
| .org | organisation |
| .mil | military |
| .net | local network |

Countries are represented with the following: -

| | |
|---|---|
| .uk | United Kingdom |
| .dk | Denmark |
| .fi | Finland |
| .au | Australia |
| .ne | The Netherlands |
| .ca | Canada |

# Search Engines

To find information on the Internet you use a search engine. There are different types of search engine, the most common ones are: -

www.yahoo.com
www.google.com
www.altavista.com
www.msn.com
www.lycos.com
www.askjeeves.com

These search engines work in broadly the same way.

## Search Techniques

The quickest way to get to a website is to use the URL( Uniform Resource Locator). To access a site by the URL you have to type it into the address bar at the top of the screen. If you don't know the URL you have to use a search engine.

To search for a specific subject phrase in Google, use quotation marks round the phrase

E.g. A Google search for Siamese cats will identify 69,500 sites
A Google search for " Siamese cats" will identify 15,200 sites

# Filtering Policy

*It is Council policy to monitor all Internet usage. Access to certain categories of site is denied to users under 16 years of age. Less restrictive filtering is in place for Internet users over 16. However, all users must agree to abide by the Acceptable Use Policy and should not access material that is considered offensive.*

If you do not abide by the Acceptable Use Policy Internet use may be suspended or withdrawn.

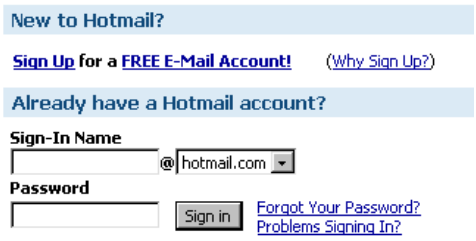
# How to set up a Hotmail account

## What to do first

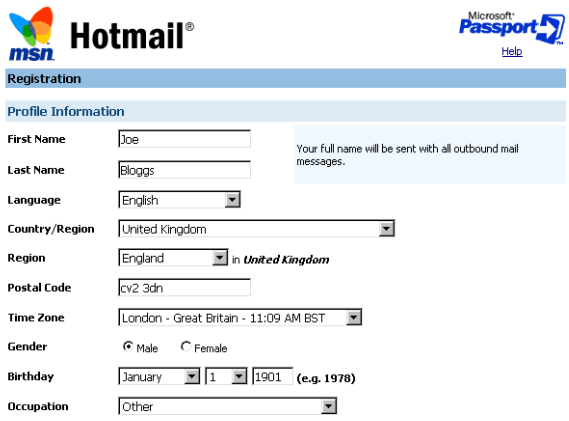
Decide on a sign-in name and a password of 8 letters or more before you start as this will save time during the registration. It is also useful to have some alternatives ready in case your first choice is not available.

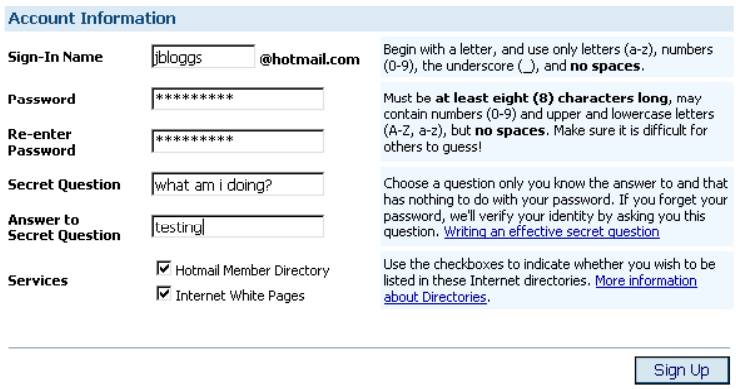
In the address box at the top of the page, delete the address already typed in by clicking on the left-hand button on the mouse to highlight the address and press delete on the keyboard. Type in www.hotmail.com in the address box and press enter.

Click on Sign up for a 'Free e-mail account' on the top right hand side of page.




Complete form by clicking in each box and typing in the answer or by clicking on the arrow to choose an answer and highlighting and clicking on it. First fill in your name, address, and then choose United Kingdom by clicking on arrow from the country region then clicking on arrow below. The form will change to a UK version which you must complete. Take care when typing in and re-typing your password. Make sure you click onto each box and don't use return, otherwise you may have to start again.



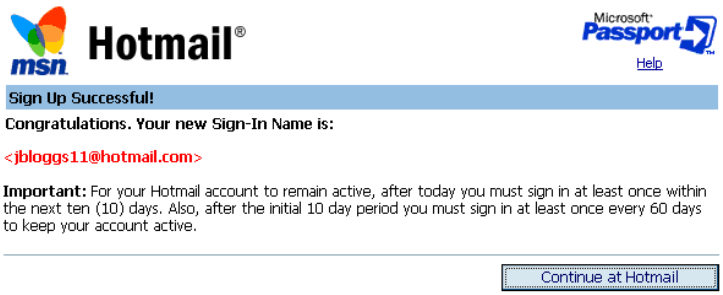


Account Information
Sign-In Name
jbloggs
@hotmail.com
Begin with a letter, and use only letters (a-z), numbers (0-9), the underscore (_), and no spaces.
Password
Must be at least eight (8) characters long, may contain numbers (0-9) and upper and lowercase letters (A-Z, a-z), but no spaces. Make sure it is difficult for others to guess!
Re-enter Password
Secret Question
what am i doing?
Choose a question only you know the answer to and that has nothing to do with your password. If you forget your password, we'll verify your identity by asking you this question. Writing an effective secret question
Answer to Secret Question
testing
Services
Hotmail Member Directory
Internet White Pages
Use the checkboxes to indicate whether you wish to be listed in these Internet directories. More information about Directories.
Sign Up

At the end of the form click on ’sign up’.
If the name you have chosen is already being used you must use an alternative name or click on the suggested name. The words in red at the top of each section will indicate whether the name has been used before and tell you of any boxes that have not been correctly completed. You must click on ‘sign up’ again. You may have to do this a number of times to find a user name that has not been used.

You will be given the option to have additional storage space at a cost. If you don’t want this, choose the 2Mb storage space email facility which is free of charge.

If the form has been correctly completed and your user name has been accepted then your account will be set up and will show ‘Sign up successful, Congratulations your new sign-in name is……. '

Write down your user name and password, do not tell anyone the password, you will need both in future to access your mail. Your full e-mail address will be your sign-in name@hotmail.com


msn
Hotmail®
Microsoft Passport
Help
Sign Up Successful!
Congratulations. Your new Sign-In Name is:
<jbloggs11@hotmail.com>
Important: For your Hotmail account to remain active, after today you must sign in at least once within the next ten (10) days. Also, after the initial 10 day period you must sign in at least once every 60 days to keep your account active.
Continue at Hotmail

Once you have successfully signed up, click on ‘continue at Hotmail’.
The terms of use will appear which you must read by clicking on the arrows at the right-hand side to move down the page. Then click 'I accept' at the bottom.

Using the arrows move down the page again and click 'continue' at the very bottom of the page.

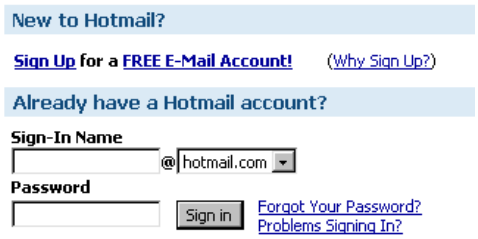
The screen will open your e-mail and show your 'inbox'.

You have to sign in to your account regularly to keep it active.
It is important to remember to sign out at the end of each session, to do this click on sign out.

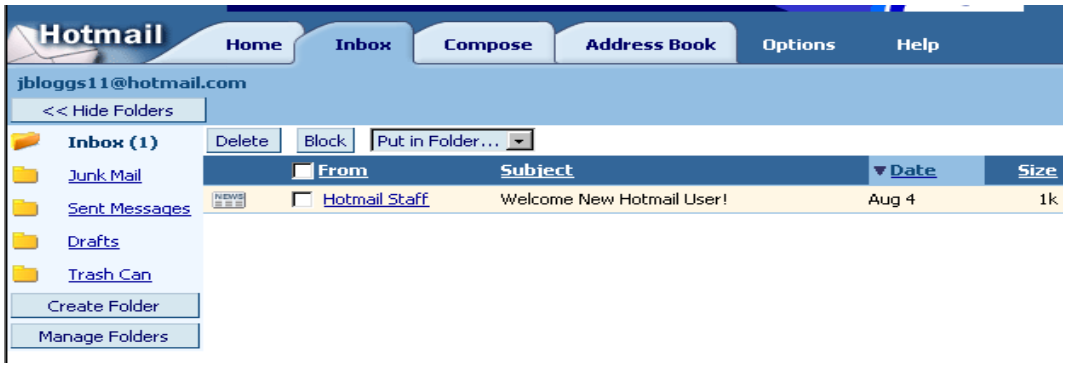
# How to use Hotmail

In the address box at the top of the page, delete the address already typed in by clicking the left button of the mouse to highlight the address and press delete on the keyboard. The address box will be cleared. Type in www.hotmail.com in the address box then press enter.

On the white side of the screen, the cursor will automatically be flashing in the 'Sign-in name'. Type in your user name then click in the password box underneath and type in your password. Click sign in.

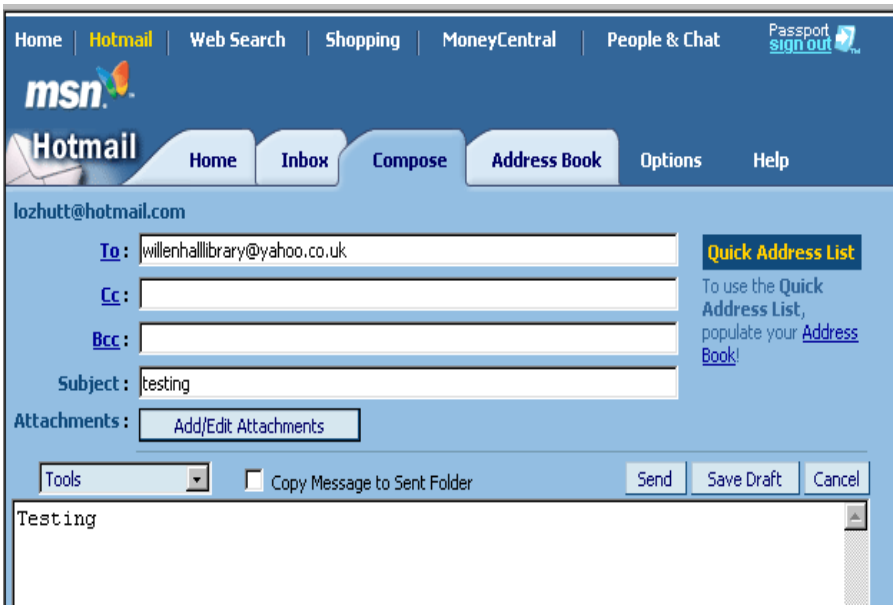



It will give a number of the messages already read and the number of new messages. If there are messages, click on 'inbox'. This will show who they are from, the subject, the date sent and size.




On the left side of the screen it will show 'message summary', showing 'inbox' and 'junk mail'.

Beware of opening unknown mail as this may introduce a virus to your computer. To delete these click the check box next to ‘from’ then click ‘delete’.




To view the messages click on the blue writing (underlined) of the first message.

To see how it will print out click on 'printer friendly version' on the right, above your message.

To print messages click on the printer icon on the toolbar at the very top of the page. Once finished click on ‘previous page’ above the message.

To reply to a message, click on 'reply' on the left side of the page above your message. The screen will change. The address to reply to will automatically be in the ‘To’ box, the subject can be changed if required. Start typing your message above the original message.

To write a new message you must click on 'compose'. Then click in the address box and type in the full email address of the person you are sending the message to. Then click on subject and type in a brief subject. Then you must click on the large box to start typing your message. If you want to save a copy of the message, click on the box next to ‘copy message to sent folder’.

To send the message when you have finished typing, click on ‘send’ at the top or bottom of the message. The screen will change and 'message sent' will appear.
If you start to write a message and want to return to it at a later date, click ‘save draft’ at the bottom. This will save it so you can amend it or send at your convenience.

To delete messages, click on ‘delete’ at the top of the message you have opened.

To send an attachment with your message, click on ‘add/edit attachments’ above the message you want to send. Then click ‘browse’ to find the picture/text you wish to attach. Once found, click ‘attach file’. Repeat this until all files are attached, then click ‘OK’.

You must sign out of your e-mail by clicking 'Passport Sign out ' at the top of the page once you have finished using your e-mail.

Junk Mail
It’s a good idea to set up your hotmail account so that unsolicited mail is sent to the junk mail folder. You can select this by choosing ‘Options’, ‘mail handling’ and selecting ‘junk mail filter’. Set this to exclusive and you will only receive emails from your contacts list. Junk mail will be sent to the junk mail folder where you can deal with it by deleting unsolicited mail and sending safe mail to your inbox.

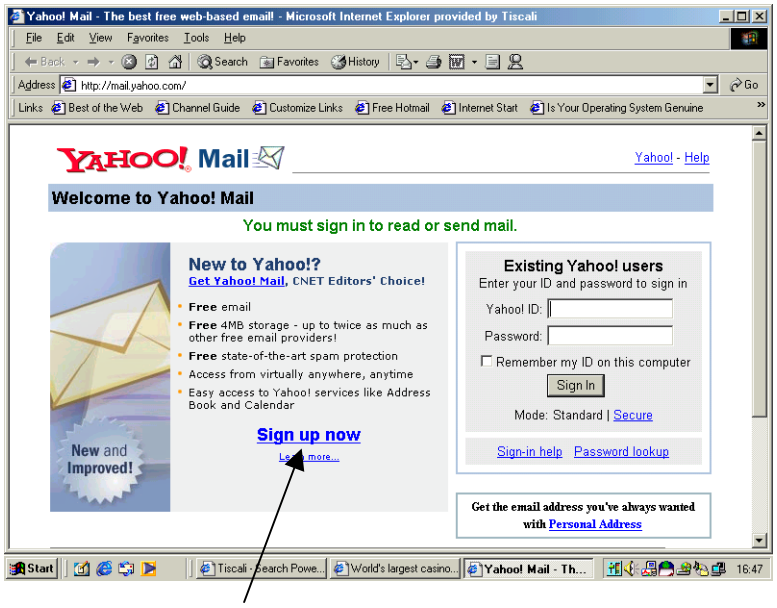
*Timeouts*

*Include details if the system is set up to operate a timeout facility, i.e. if email not sent or opened within a certain length of time the connection will be lost.*

# How to set up yahoo mail

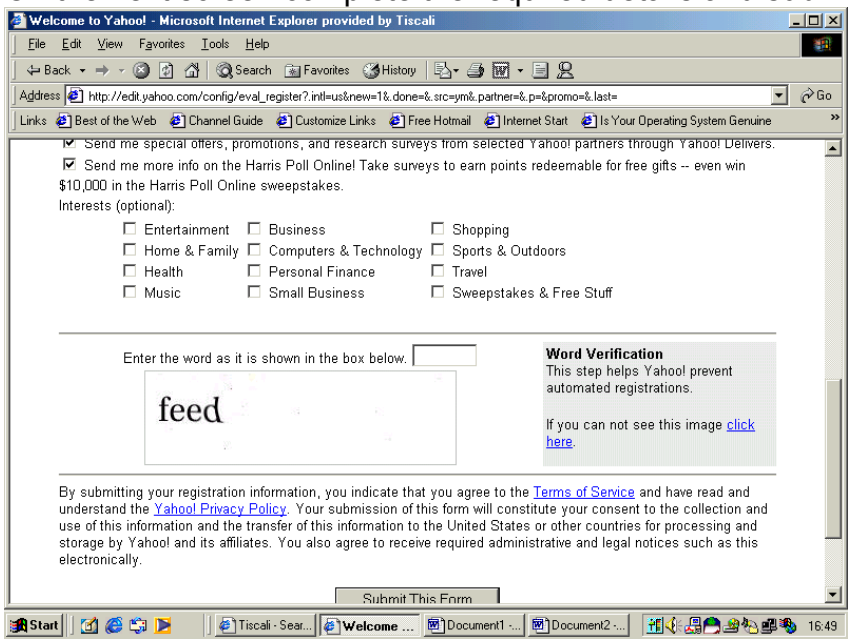
Yahoo offer a free web based email service which currently offers 4Mb of free storage space.

To set up a yahoo email account type www.mail.yahoo.com in the address box.

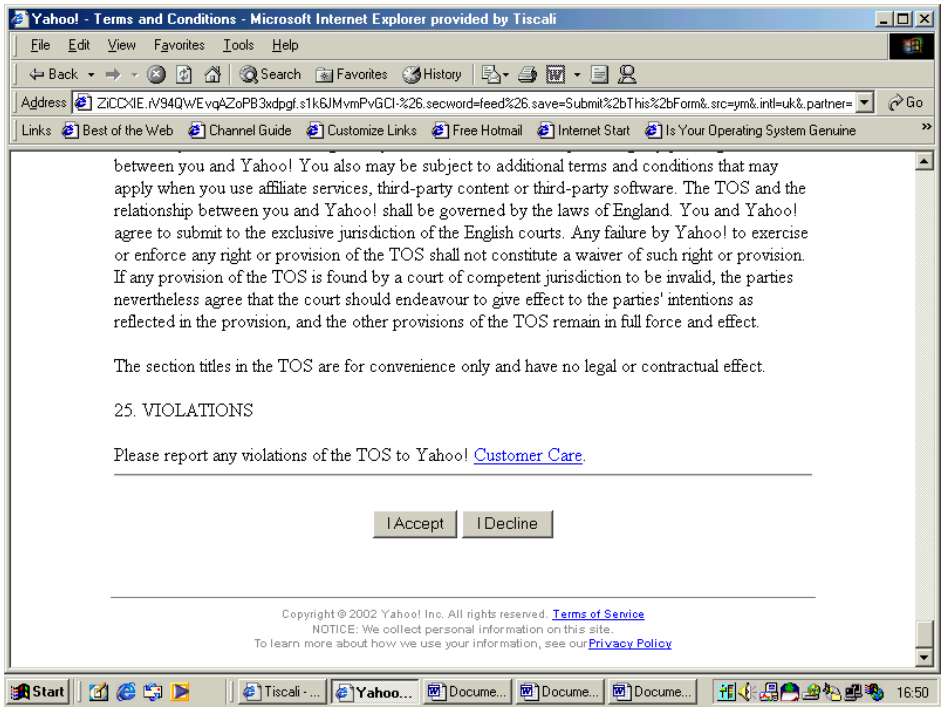

Yahoo! Mail - The best free web-based email! - Microsoft Internet Explorer provided by Tiscali
Address http://mail.yahoo.com/
YAHOO! Mail
Yahoo! - Help
Welcome to Yahoo! Mail
You must sign in to read or send mail.
New to Yahoo!?
Get Yahoo! Mail, CNET Editors' Choice!
Free email
Free 4MB storage - up to twice as much as other free email providers!
Free state-of-the-art spam protection
Access from virtually anywhere, anytime
Easy access to Yahoo! services like Address Book and Calendar
Sign up now
New and Improved!
Existing Yahoo! users
Enter your ID and password to sign in
Yahoo! ID:
Password:
Remember my ID on this computer
Sign In
Mode: Standard | Secure
Sign-in help Password lookup
Get the email address you've always wanted with Personal Address

Click here to sign up for yahoo.

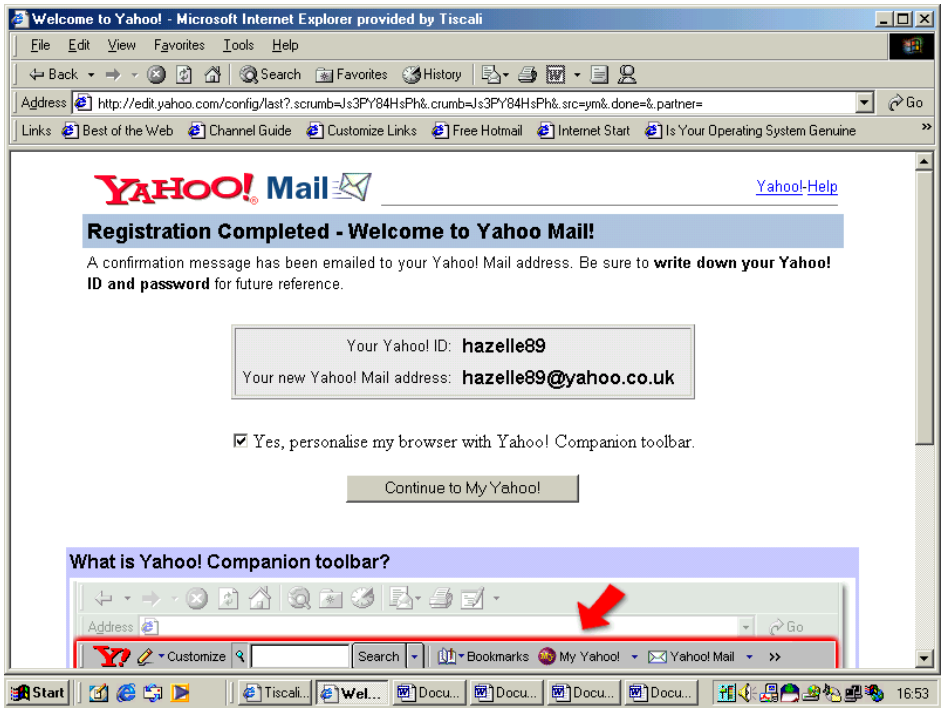
On the next screen complete the required details and submit the form.


Welcome to Yahoo! - Microsoft Internet Explorer provided by Tiscali
Send me special offers, promotions, and research surveys from selected Yahoo! partners through Yahoo! Delivers.
Send me more info on the Harris Poll Online! Take surveys to earn points redeemable for free gifts -- even win $10,000 in the Harris Poll Online sweepstakes.
Interests (optional):
Entertainment
Business
Shopping
Home & Family
Computers & Technology
Sports & Outdoors
Health
Personal Finance
Travel
Music
Small Business
Sweepstakes & Free Stuff
Enter the word as it is shown in the box below.
feed
Word Verification
This step helps Yahoo! prevent automated registrations.
If you can not see this image click here.
By submitting your registration information, you indicate that you agree to the Terms of Service and have read and understand the Yahoo! Privacy Policy. Your submission of this form will constitute your consent to the collection and use of this information and the transfer of this information to the United States or other countries for processing and storage by Yahoo! and its affiliates. You also agree to receive required administrative and legal notices such as this electronically.
Submit This Form

A series of conditions of use will appear and you have to accept them to continue.


Yahoo! - Terms and Conditions - Microsoft Internet Explorer provided by Tiscali
between you and Yahoo! You also may be subject to additional terms and conditions that may apply when you use affiliate services, third-party content or third-party software. The TOS and the relationship between you and Yahoo! shall be governed by the laws of England. You and Yahoo! agree to submit to the exclusive jurisdiction of the English courts. Any failure by Yahoo! to exercise or enforce any right or provision of the TOS shall not constitute a waiver of such right or provision. If any provision of the TOS is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavour to give effect to the parties' intentions as reflected in the provision, and the other provisions of the TOS remain in full force and effect.
The section titles in the TOS are for convenience only and have no legal or contractual effect.
25. VIOLATIONS
Please report any violations of the TOS to Yahoo! Customer Care.
I Accept
I Decline
Copyright © 2002 Yahoo! Inc. All rights reserved. Terms of Service
NOTICE: We collect personal information on this site.
To learn more about how we use your information, see our Privacy Policy

A screen will appear telling you that you have successfully set up Yahoo email account.


Welcome to Yahoo! - Microsoft Internet Explorer provided by Tiscali
YAHOO! Mail
Yahoo!-Help
Registration Completed - Welcome to Yahoo Mail!
A confirmation message has been emailed to your Yahoo! Mail address. Be sure to write down your Yahoo! ID and password for future reference.
Your Yahoo! ID: hazelle89
Your new Yahoo! Mail address: hazelle89@yahoo.co.uk
Yes, personalise my browser with Yahoo! Companion toolbar.
Continue to My Yahoo!
What is Yahoo! Companion toolbar?

As with all web based email it is important that you sign out when you want to end your session.

# E safety

## Health & Safety

When using computers we recommend that you

- Take a 10 minute break every hour
- Adjust your chair to a comfortable working height
- Place your feet flat on the floor
- Allow yourself space to work
- Adjust monitors to avoid glare on the screen
- Give yourself enough leg room

## Netiquette

Netiquette is a set of rules for behaving properly online. When you're holding a conversation online, whether it's an email exchange or part of a discussion group, it's easy to misinterpret your correspondent's meaning.

Ask yourself, "Would I say this to the person's face?" If the answer is no, rewrite and reread. When you communicate by email your words are written and they are stored somewhere where you have no control over them. It is a good idea to wait before sending emotional responses.

You should never write in capital letters in an email as this is the equivalent of shouting. Only forward an email if you have the permission of the author. If you join a discussion group you should read the Frequently Asked Questions and read some postings to get an idea of the tone and character of the group.

## Personal Safety

Be careful when talking to people on-line, remember people may not be who they say they are. Keep personal information confidential - never give out your name, email address, home address, phone number or details of your school. Never arrange to meet anyone who you have spoken to on-line, unless your parent or carer goes with you.

Don't believe everything you read or see online – if an offer seems too good to be true it probably is.  It’s a good idea to check if a company or organisation displays a ‘real’ address and contact details. Remember to carefully check website addresses.

Tell a member of staff if you come across something that makes you feel uneasy or worried.
When purchasing items on-line you need to be sure that the site is a 'secure' site. There will always be a padlock symbol in the taskbar below.

There should also be a message telling you that you are entering a secure site and asking if you would like to continue. A secure site means that all the details you enter will be encrypted so that if someone tried to get your details they would not be able to understand them. If you enter a non-secure site a message should warn you and we would advise you **not to enter any personal details**.

If you are receiving junk mail that you have not asked for you can block the sender by using the settings on your email account.

If you are using your email account in a public place always remember to sign off or log off before you finish and close the window. This will ensure the next person on the machine cannot click onto the back button and access your account. Always change your password on a regular basis and don't keep it written down with your email address.

More information on safety and the Internet can be found at
http://www.besafeonline.org/
www.thinkuknow.com

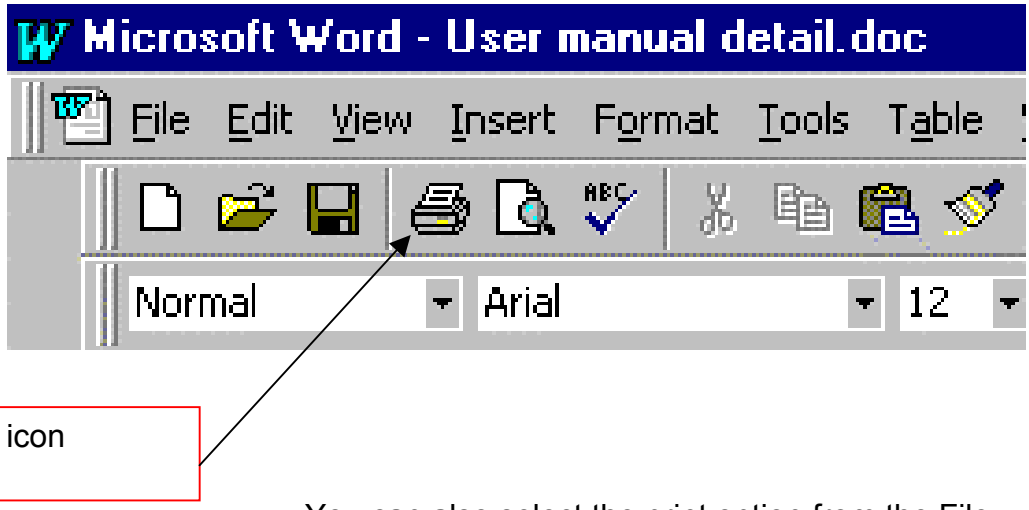
## Viruses

The computers in the library have software to protect them from malicious viruses which can be attached to software and other data. However, you should be careful when opening emails from unknown sources and should always check discs before you use them in a home computer. The best thing to do with unsolicited email is to delete them without opening them. Viruses are normally released once an email is opened and can cause a great deal of damage to a computer.

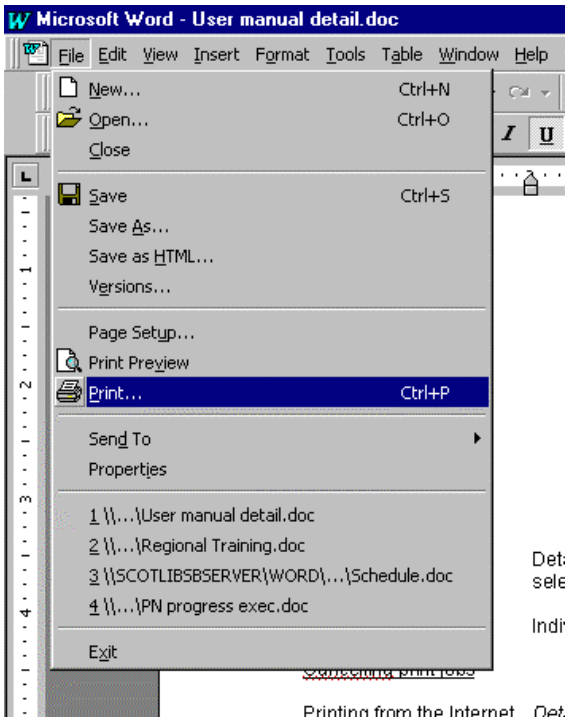
# Printing

## How to do it

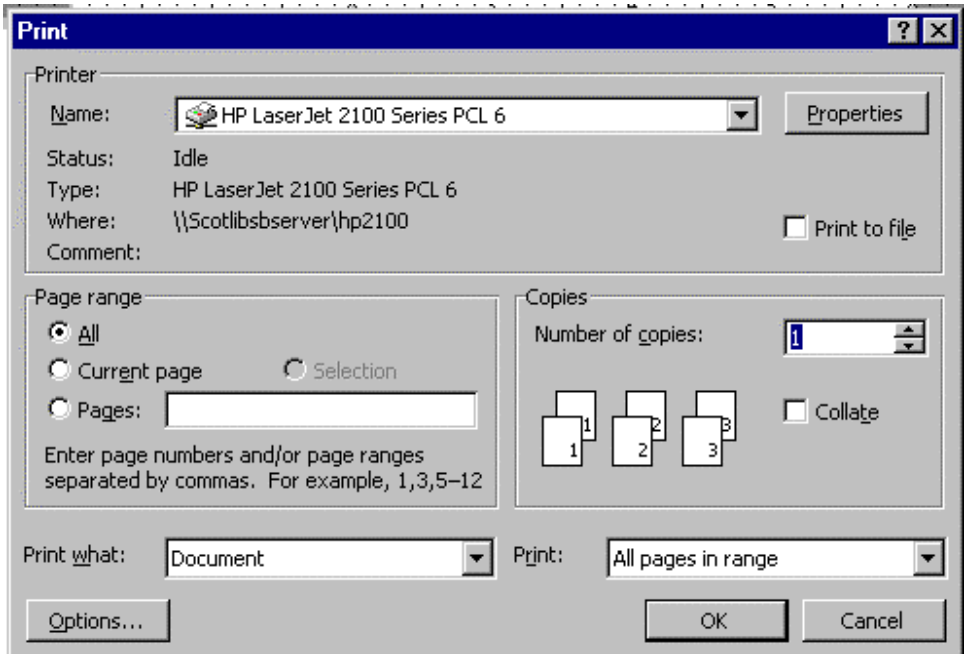
If you want to print a document you can click on the printer icon on the toolbar near the top of the page. This will automatically print one copy of the document that you are working on.




You can also select the print option from the File menu in the top left hand corner of the screen.



Once selected you can choose the number of copies that you want to print. By highlighting only the text you want you can print a selection. When you have made your selection click on the 'OK' button at the bottom of the menu.




| | |
|---|---|
| Printing in Colour | *Details of how to select colour, black & white and grey scale printing. Where do customers collect their documents etc.* |
| Charges | *Individual details to be included* |
| Cancelling print jobs | Be careful if you try to print something and nothing happens, there may be a problem with the printer and repeatedly pressing print may result in multiple copies of your document being printed. If nothing happens when you try to print, contact a member of staff who will assist you. |
| Printing from the Net | Internet sites are generally designed to be read on a monitor and can be a number of pages long and broader than A4 paper. It is often better to print only the section you want. To do this highlight the text and pictures you want by clicking and dragging with the left mouse button. Then select print from the file menu and choose selection. Ask a member of staff if you need help. |

| | |
|---|---|
| Paper jams | Should a paper jam or any other problem occur with the printer while you are using it please contact a member of staff. |

# Scanning

What is a scanner?
A scanner is a piece of equipment that produces computerised images of text, pictures and photographs. When you scan a picture it is digitised and you can show it on the monitor, add it to documents or print it out. A scanner works like a photocopier but you can use computer software to alter images.

Where are scanners available?
Each library has a scanner. When you make a booking to use the computer please let us know that you need a scanner so we can put you onto the appropriate machine.

How to use a scanner

Before you start to scan you should select black & white or colour. Do not scan a black & white image in colour, it is not necessary and increases file size. Greyscale gives the best quality scan.

- *Select the scanning software package by choosing Start/Program/ Scanning Software.*
- Place the document on the top right hand side of the scanning surface.
- Confirm the type of output required, for example, dpi, colour etc.
- Click to scan the picture.
- Follow the on screen instructions.

*See separate scanner guide*

Saving scanned images

To save a scanned image or to include an image in a document which will be sent by email you should select 'Save As' option in the file menu and choose 'JPEG'. You may have to click on the down arrow to see this, save the file to a disc as normal.

To print the image use print preview to check that it will fit onto a piece of paper.

# Video Conferencing

## What is Video Conferencing?

Video conferencing allows two or more participants at different sites to talk using computer networks to transmit sound and pictures. For video conferencing the people at either end have to have special equipment. Each participant has a video camera, microphone, and speakers on his computer. As the two participants speak to one another, their voices are carried over the Internet and delivered to the other's speakers, and whatever images appear in front of the video camera appear in the other participant's monitor.

Video Conferencing allows you to talk to people and see them at the same time. It works in ‘real time’ so you can have a conversation with them, show documents, run presentations and view objects and watch the response from the other participants.

Video conferencing allows you to talk with people and get an immediate response and exchange of information while possibly saving you hours of travelling time and money.

## Specialist Equipment

Video Conferencing is available at *Anytown* Library.

## How to Book

If you want to find out more details on Video Conferencing or book to use this facility please contact *Anytown* Library on *01234 567890.*

# Help

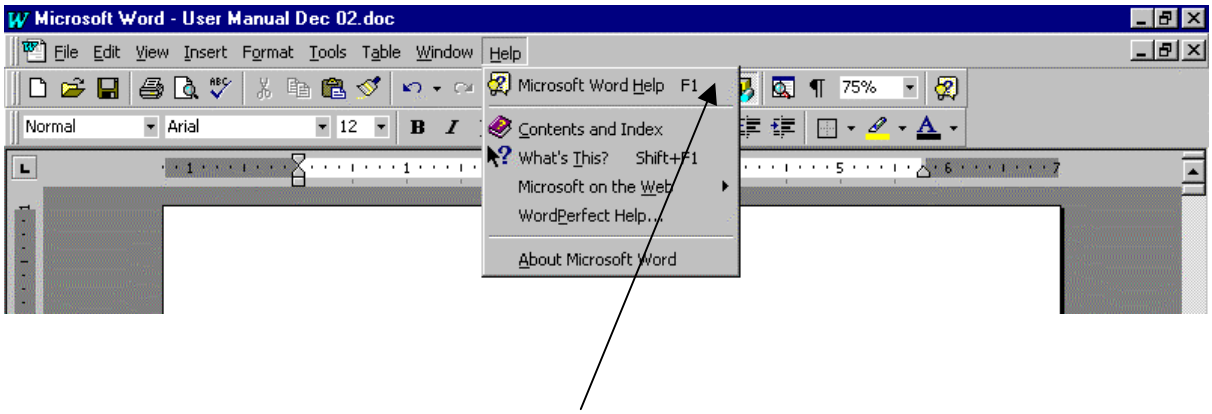
## Troubleshooting & faults

If you get stuck, remember to ask a member of staff who will be happy to help.

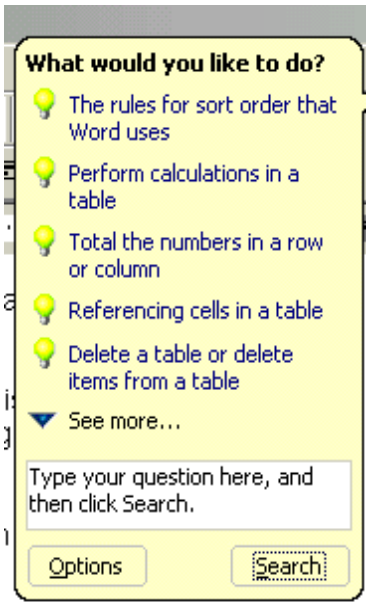
A useful feature of almost all software packages is the help feature. In Microsoft Word you can access ‘Help’ by selecting ‘Help/Microsoft Word Help’ from the menu options or pressing the F1 key.

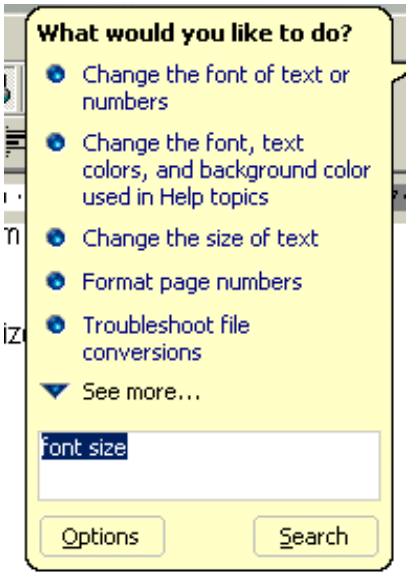
You can then type in a question or key word from the subjects in the white box.

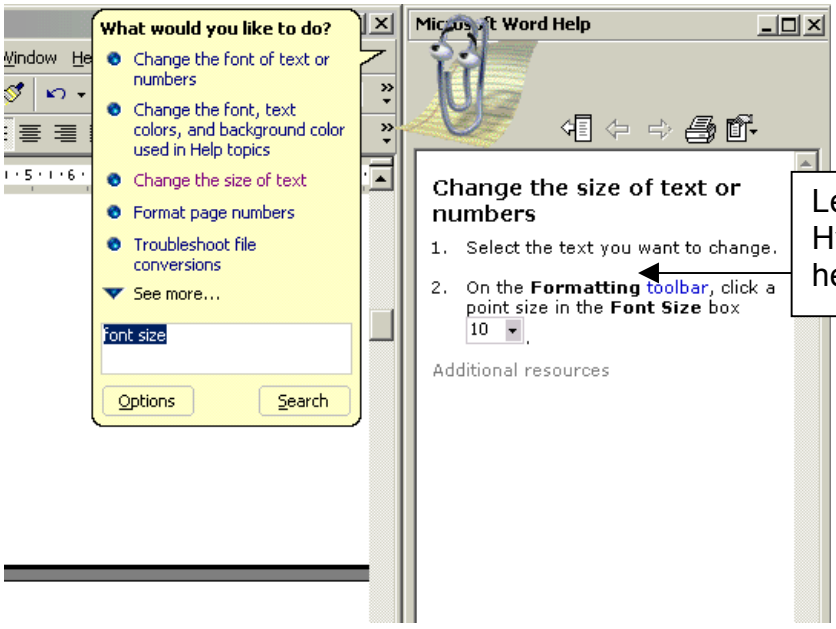
This example explains how to change the font size of a document.




Click on ‘Help’ and select ‘Microsoft Word Help’


What would you like to do?
The rules for sort order that Word uses
Perform calculations in a table
Total the numbers in a row or column
Referencing cells in a table
Delete a table or delete items from a table
See more...
Type your question here, and then click Search.
Options
Search


What would you like to do?
Change the font of text or numbers
Change the font, text colors, and background color used in Help topics
Change the size of text
Format page numbers
Troubleshoot file conversions
See more...
font size
Options
Search


What would you like to do?
Change the font of text or numbers
Change the font, text colors, and background color used in Help topics
Change the size of text
Format page numbers
Troubleshoot file conversions
See more...
font size
Options
Search
Word Help
Change the size of text or numbers
1. Select the text you want to change.
2. On the Formatting toolbar, click a point size in the Font Size box
10
Additional resources
Left clicking on the Hyperlink will open the help files

Microsoft Word Help will appear on the right hand side of the screen. Clicking on the 'Show' icon will offer further options using help.

# Glossary & Abbreviations

| | |
|---|---|
| Address Box | A place to type in a web address or URL |
| Bookmark | Allows you to save favourite pages in a list so that you can return to them later. |
| Browser | A computer programme used to connect to web sites on the World Wide Web and access information. |
| Browsing | In the World Wide Web(www), this means looking or surfing for information on the Internet. |
| CD-R | Compact disc–recordable. This is a compact disc that can be recorded onto but is permanent. |
| CD-ROM | Compact Disc Read Only Memory. This disc holds lots of digital data in sound, pictures and video clips. The data is fixed and cannot be changed. |
| CD-RW | Compact disc-rewritable. This is a compact disc that can be recorded on and can be changed again and again. |
| CPU | Central Processing Unit, the box that contains the software and hardware which make the computer work. |
| Data | Information in text, number, image and sound stored in a computer. |
| DTP | Desktop publishing |
| Dpi | Dots per inch – the resolution for printing, scanning, images. The higher the number of dots per inch, the better the quality of the image. |
| Floppy disc | This is a $3_{1/2}$ inch floppy disc which is inserted in the ‘a’ drive. A removable disc which can store data and programmes. |

| | |
|---|---|
| Hard drive | Also known as the ‘c’ drive, this stores information to operate the computer and stores data inside the computer. The hard drive cannot be removed. |
| Hits | A list of references to web sites that are found in response to a search. |
| Home page | The introductory page which appears on a web site or search engine. |
| Hypertext Link | Also known as a link, this is a highlighted word or picture shown in colour on a web page which can be clicked to connect to other web pages or sites with related information. |
| Icon | A picture symbol showing the function on the toolbar, for example, ‘Print’, ‘Save’. These make it easier and quicker to perform tasks than using the menus. |
| Internet | International network made up of many computers. |
| ISP | Internet Service Provider |
| OCR | Optical Character Recognition - software that reads text from paper and translates the images into a form that the computer can manipulate. |
| Query Search | A combination of words and symbols which define the information that the user is seeking. |
| RAM | Random Access Memory, information which can be changed. |
| ROM | Read Only Memory, information which cannot be changed. |
| Search Engine | A computer programme which finds information on the www. |
| Search Tool | A computer programme which conducts searches on the www. |
| Site | The location of a web page on the Internet |
| Software | Computer programmes that are used to perform tasks while using the computer, for example, Microsoft Word, Excel. |

| | |
|---|---|
| URL | Uniform Resource Locator, an address on the Internet |
| Virus | A destructive programme which can corrupt software and data. |
| Web page | A single page on a web site which displays text, graphics, sound and pictures. |
| Website | A collection of web pages which represent a company, individual or organisation on the www. |
| www | World Wide Web or the Web, global computer communication system which uses the internet to transmit data. |